



PSC NEWS

Missouri Public Service Commission

Contact: Kevin Kelly

Phone: (573) 751-9300

Governor Office Building, Suite 900

FY-05-62

PSC SAVES CONSUMERS OVER \$323,000 IN FISCAL YEAR

Jefferson City (October 6, 2004)---Through the efforts of the Public Service Commission and its Consumer Services Department, Missouri consumers saved more than \$323,290 during the fiscal year which ended on June 30, 2004. The Commission released this information as part of its recognition of **National Customer Services Week (October 4-8).**

Over the past two years, the efforts of the PSC Consumer Services Department Staff have resulted in over \$860,000 in savings to Missouri consumers.

“We recognize and applaud the hard work of our Consumer Services Department Staff and their dedication to the citizens of our state,” stated PSC Chair Steve Gaw.

“Consumer Services Staff work with consumers and utility company representatives in an effort to resolve disputes that might arise from billing or service. They serve an important role in working with consumers to ensure they are only charged for the services they receive,” added Gaw.

When a customer has a problem with his/her bill or service, they should contact the utility company and try to resolve the dispute. If they are unable to resolve their differences through contact with the utility, customers are encouraged to contact the Missouri Public Service Commission at our toll-free hotline number 1-800-392-4211.

The Consumer Services Department handled more than 13,000 complaints and/or inquiries in fiscal year 2004.

---0---